COVID-19 Vaccine Management System (CVMS) COVID-19 Vaccine Portal Manage Forgotten Password or Username Job Aid

Overview: Please follow instructions below if you have forgotten a password and need to initiate a password reset or if you need to retrieve your forgotten username. A user must have already registered and created an account to reset a password or retrieve a username.
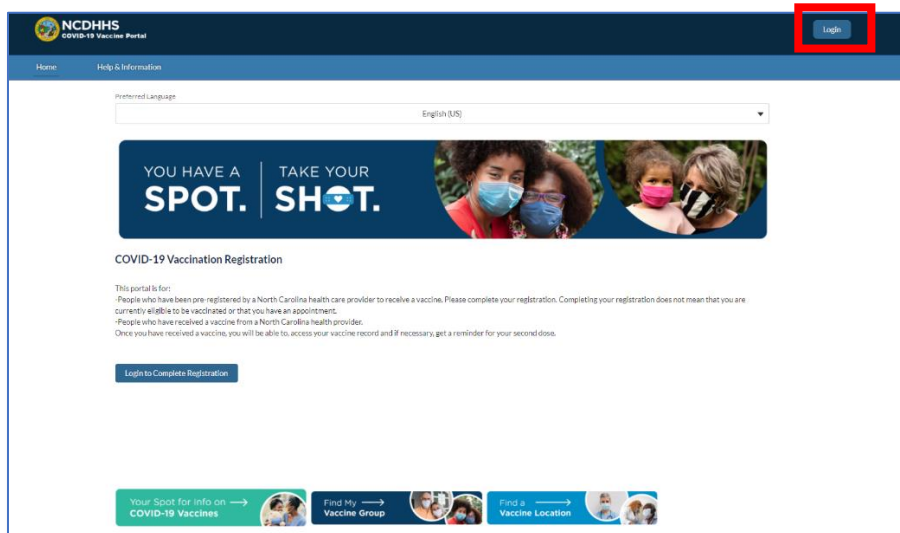
Initiate Password Reset

Before you begin the process of resetting your password to the CVMS COVID-19 Vaccine Portal, please have the following items ready:
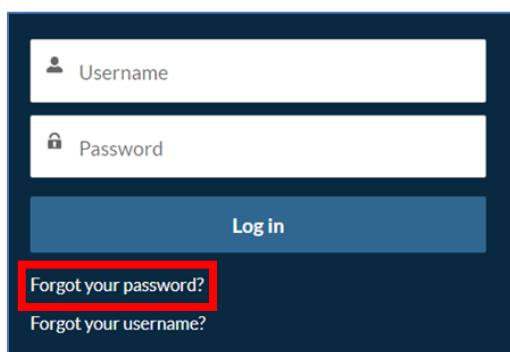
- **Your CVMS COVID-19 Vaccine Portal username**
  Please Note: Your CVMS COVID-19 Vaccine Portal username is unique. It will have **.covid19vaccine** added to the end of the email address that was provided when your account was created. You can find your CVMS COVID-19 Vaccine Portal username in the CVMS COVID-19 Vaccine Portal welcome email, or you can follow the example below if you do not have that email. For example: If your email is **johndoe@gmail.com**, your CVMS COVID-19 Vaccine Portal username is **johndoe@gmail.com.covid19vaccine**.

- **One of the following supported browsers:** Chrome, Firefox, Safari, or Edge Chromium
  Please Note: Internet Explorer and Edge (non-Chromium) are not compatible with the CVMS COVID-19 Vaccine Portal.

The following instructions are for resetting your CVMS COVID-19 Vaccine Portal Password.

1. Within your browser, **click** https://covid-vaccine-portal.ncdhhs.gov/ to go to the CVMS COVID-19 Vaccine Portal.
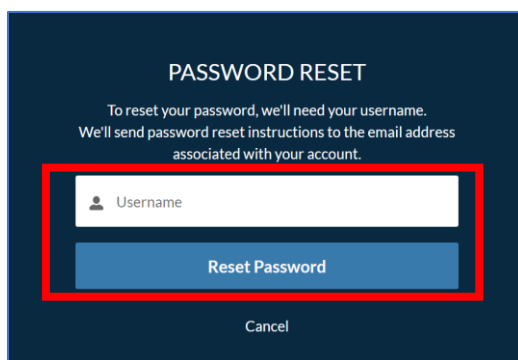2. On the homepage, click **Login.**
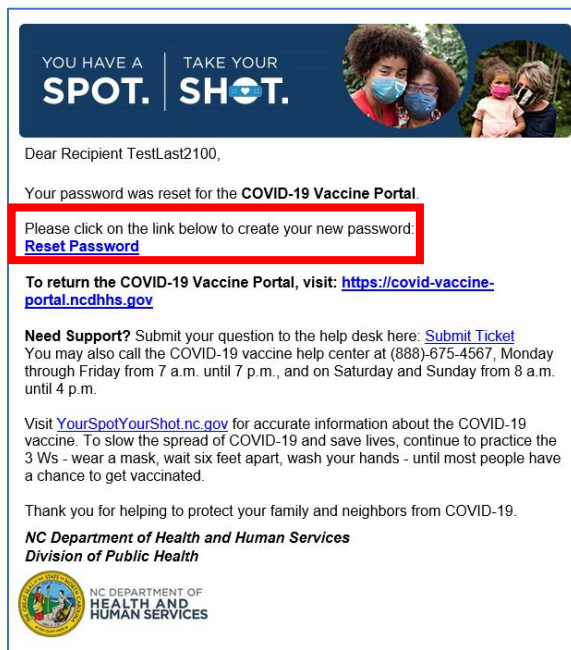
3. Click **Forgot your password?**

4. You will see the Password Reset page. Enter your **CVMS COVID-19 Vaccine Portal username.**
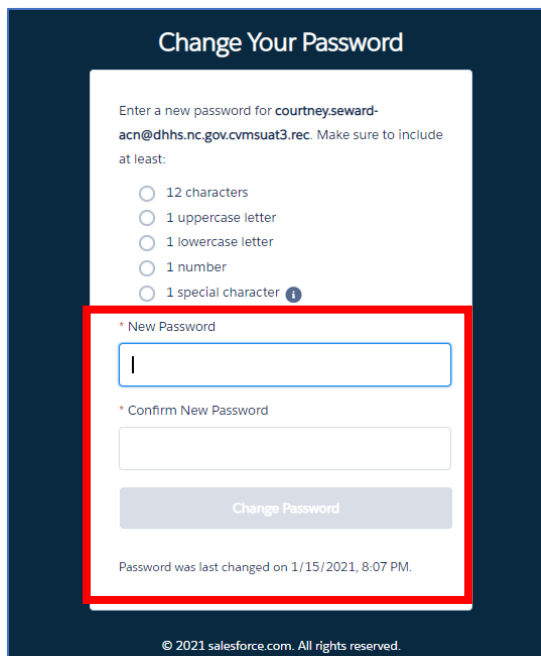5. Click **Reset Password.**

6. **Check your Email Inbox.** You will receive an email from the CVMS COVID-19 Vaccine Portal with a link to reset your password.
7. Open the Email. Click the **Reset Password** link.

Dear Recipient TestLast2100,

Your password was reset for the **COVID-19 Vaccine Portal**.

Please click on the link below to create your new password:
Reset Password

To return the COVID-19 Vaccine Portal, visit: https://covid-vaccine-portal.ncdhhs.gov

Need Support? Submit your question to the help desk here: Submit Ticket
You may also call the COVID-19 vaccine help center at (888)-675-4567, Monday through Friday from 7 a.m. until 7 p.m., and on Saturday and Sunday from 8 a.m. until 4 p.m.

Visit YourSpotYourShot.nc.gov for accurate information about the COVID-19 vaccine. To slow the spread of COVID-19 and save lives, continue to practice the 3 Ws - wear a mask, wait six feet apart, wash your hands - until most people have a chance to get vaccinated.

Thank you for helping to protect your family and neighbors from COVID-19.

NC Department of Health and Human Services
Division of Public Health

8. A new page will open.

9. Enter a **New Password**. On this page, you will see a check list for password criteria. Your password must meet the criteria.
10. Enter the password again in **Confirm the New Password**. Your password must match.
11. Click **Change Password**.

12. You will be logged into the CVMS COVID-19 Vaccine Portal. You have successfully reset your password!
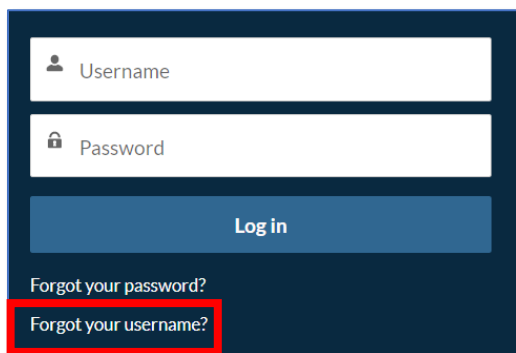
Retrieve a Forgotten Username

The following instructions are for retrieving your CVMS COVID-19 Vaccine Portal username.

1. Within your browser, **click** https://covid-vaccine-portal.ncdhhs.gov/ to go to the CVMS COVID-19 Vaccine Portal.
2. On the homepage, click **Login.**
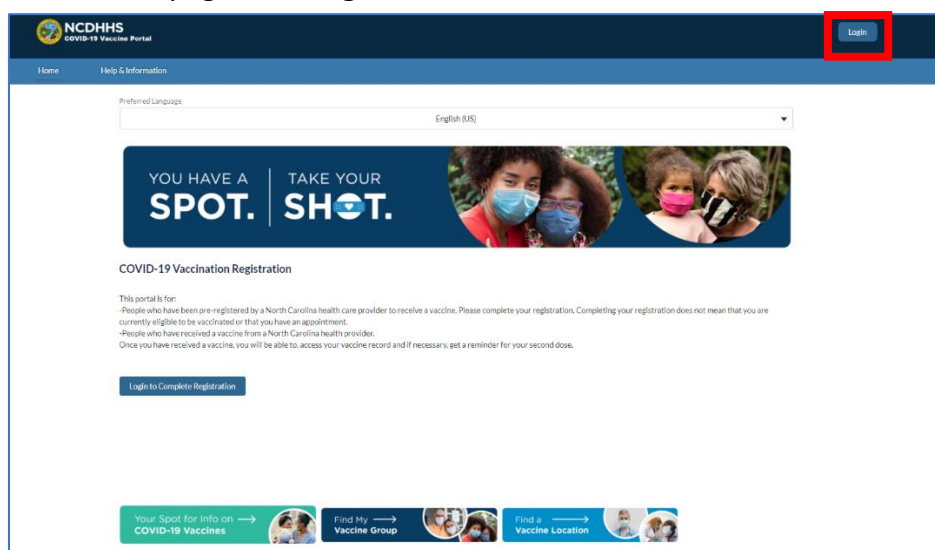
3. Click **Forgot your username?**

4. You will see the Find Username page. Enter the email address used to register for the CVMS COVID-19 Vaccine Portal
5. Click **Find Username** and an email will be sent including your username for the CVMS COVID-19 Vaccine Portal

Enter your email address for which you want to retrieve Username

Find Username

Mail Status

Email Sent successfully to tabitha.mckelvy@accenture.com

Remember to look in your spam folder, where automated messages sometimes filter. If you still can't find it, contact your administrator.

Close

6. **Check your email inbox.** You will receive an email from the CVMS COVID-19 Vaccine Portal with your username enclosed

7. To return to the Portal click the COVID-19 Vaccine Portal link in the email.

YOU HAVE A SPOT. | TAKE YOUR SHOT.

Dear Vaccine Recipient,

Your Username(s) associated with this Email-Id are :

To return to the COVID-19 Vaccine Portal, visit: https://hotfix-ncdhhs.cs33.force.com

Need Support? Submit your question to the help desk here: Submit Ticket
You may also call the COVID-19 vaccine help center at (888)-675-4567, Monday through Friday from 7 a.m. until 7 p.m., and on Saturday and Sunday from 8 a.m. until 4 p.m.

Visit YourSpotYourShot.nc.gov for accurate information about the COVID-19 vaccine. To slow the spread of COVID-19 and save lives, continue to practice the 3 Ws - wear a mask, wait six feet apart, wash your hands - until most people have a chance to get vaccinated.

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HEALTH AND
HUMAN SERVICES

If you are still experiencing issues getting into your CVMS COVID-19 Vaccine Portal account, please contact the CVMS Help Desk Portal at https://ncgov.servicenowservices.com/csm_vaccine.